

**Project DC-STEP: Healthy Infants and Mothers Program**

**Prevention of Environmental Tobacco Smoke (ETS) Exposure  
During the First Year of Life**

**CNMC Telephone Interviewing  
Manual of Operations for Pilot Study**

**Draft: 3/8/06**

## **I. INTRODUCTION**

- A. Overview of the CNMC Interviewing Manual of Operations
- B. NIH-DC Initiative:
  - 1. Background and Study Rationale
  - 2. Administration
- C. Project DC-STEP: Study Organization and Monitoring
- D. Project DC-STEP: ETS Study Overview
  - 1. DC-STEP: ETS Study Organization
  - 2. Primary and Secondary Objectives
  - 3. Study Design
    - a. Measures
    - b. Outcomes

## **II. TELEPHONE INTERVIEWING TECHNIQUES**

- A. Introduction
- B. Sample Women's Rights
- C. Gaining Cooperation
- D. Interviewing Style
- E. Interviewing Skills
  - 1. Initial Contact
  - 2. Scheduling Appointments
  - 3. Leaving Messages
  - 4. Dealing with Reluctant Sample Members
  - 5. Answers to Frequently Asked Questions
- F. Standardization of Questionnaire Administration
  - 1. Probing
  - 2. Using Feedback
  - 3. Show Cards
  - 4. Types of Questions

## **III. ADMINISTERING THE QUESTIONNAIRES**

- A. Overview of the Study Questionnaires
  - 1. Telephone Interviewing Administration Schedule
  - 2. Questionnaire Content
- B. Getting Started
  - 1. Contacting and Scheduling Participants for Telephone Interviews
  - 2. Initiating a File Folder
  - 3. Initiating the Telephone Interviewing Activity Booklet
- C. Ending the Interview
  - 1. Updating Contact Information
  - 2. Scheduling the Next Interview
  - 3. Compensation
  - 4. Updating the Telephone Interviewing Activity Booklet
  - 5. Assigning Final Result Codes
  - 6. Editing the Questionnaire

7. Entering Health Care Provider Information into the DMS (Postpartum Interviews Only)

#### **IV. QUALITY ASSURANCE**

- A. Training
- B. Interviewer Editing
- C. Verifications
- D. Weekly Meetings
- E. Reports

**APPENDIX A: Main Study Consent Form (for Pilot Study)**

**APPENDIX B: Question Specifications**

**APPENDIX C: Show Cards**

## **Appendix A: Main Study Consent Form (for Pilot Study)**

## **APPENDIX B: QUESTION SPECIFICATIONS**

## **APPENDIX C: SHOW CARDS**